Centennial Mental Health Center, Inc.
Job Description

Job Title: Program Manager (The Journey)  Job Class: 
Reports to: Adult MH Clinical Coordinator  Grade: 
Status: Exempt

POSITION SUMMARY
The Program manager provides daily oversight of all program activities, oversees all operations, develops and implements procedures, develops partnerships with community entities to enhance program offerings, supervises paid and volunteer staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. In coordination with the Clinical Coordinator for Adult Services and the Deputy Director for Clinical Services, develops and implements Journey Program services and programs and maintains records demonstrating program effectiveness.
2. Develops community partnerships to facilitate client engagement in community resources and activities (i.e., employment, volunteerism, recreation, services, enrichment, etc.)
3. Participates in interviewing and selecting case management and Peer staff; provides administrative supervision for staff and limited clinical supervision in coordination with clinical team; participates in annual staff performance evaluation process.
4. Processes administrative paperwork in accordance with assignments and Center standards; assures submission of required clinical paperwork from staff in accordance with Center procedures.
5. Attend trainings and seminars appropriate to the position, as assigned by supervisor.
6. Oversees implementation of Case Management planning for all Journey clients, assuring that services are coordinated and meet client needs
7. Oversees Center’s ACT Program (meeting scheduling and documentation, service plans, data recording and submission, etc.)
8. Maintain communication and collaboration with outpatient clinic staff.
9. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES
Provides Clinical and non-clinical supervision to staff as assigned.

JOB REQUIREMENTS

EDUCATION
Bachelor’s Degree Required, MA Preferred.

EXPERIENCE
BA Level requires 2-5 years relevant program management experience (rehabilitation programs, special education programs, etc.)

COMPETENCIES
The following list describes the knowledge base and skills required for the position of Respite Program Manager. All individual competencies are factored at relative strengths and emphasis within each designation.

1. **Computer Competency:** Computer literacy to include basic skills in e-mail communication and word processing.

2. **Supervisory Skill:** Demonstrated ability to perform effective oversight of assigned staff.

3. **Proficiency in Writing:** Demonstrated ability to author written documentation to include office memos and inter-agency correspondence that reflect conceptual as well as grammatical integrity.
4. **Verbal Presentation Skills**: Demonstrated ability to communicate efficiently and effectively in spoken word, to include appropriateness of vocabulary, efficiency of delivery, and proper use of syntax and grammar.

5. **Organizational Skills and Ability to Prioritize**: Demonstrated ability to design and oversee basic program operations, as evidenced by timely reports and updates, routine accomplishment of deadlines and contributions to management that reflect relevancy, usefulness and practicality.

6. **Fiscal Management**: Demonstrated ability to understand fiscal parameters of management as evidenced by monitoring budget expenses and revenue production of the team, to include a constant pattern of working within the identified budget for the program.

7. **Ethics**: Applied knowledge and understanding of relevant ethical considerations, including client confidentiality and standards of practice.

8. **Coordination and Dissemination of Operational Directives**: Demonstrated ability to communicate center-wide procedures and directives to supervisees accurately, as evidenced by periodic inquiries of line staff regarding their awareness and understanding of current operational guidelines.

9. **Training**: Demonstrated ability to design and conduct formal and informal training for supervisees.

10. **Program Development**: Demonstrated ability to design and market effective interventions within the program with the support and supervision of Clinical Coordinator for Adult Services.

11. **Community Interface**: Demonstrated ability to interface positively with local community agencies in the interest of client service.

12. **Orientation to Effective Management Principles**: Demonstrated ability to establish appropriate, productive, and professional interface with supervisees, as evidenced by boundary awareness, staff morale, and relationships with individual staff that feature reciprocity in areas of respect and support.

13. Understanding and demonstration of values and principles pertinent to a Recovery-model in behavioral health and ability to communicate effectively with diverse client population

14. Understanding of the role and impact of trauma on clients, employees and the larger community.

**ABILITIES, KNOWLEDGE, SKILLS**

- Ability to travel within the Center’s service area or to other locations as needed.
- Display effective leadership skills, initiative and attention to detail.
- Ability to work non-traditional hours when necessary.

**SUPERVISION REQUIREMENT**

Competencies 1 through 14 to be accomplished with immediate oversight and supervision, including ongoing training and professional development planning. Close supervision by Clinical Coordinator for Adult Services to include phone and face-to-face, and formal and informal training modules.

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities.

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